



NATIONAL ARCHIVES *and* RECORDS ADMINISTRATION
8601 ADELPHI ROAD COLLEGE PARK, MD 20740-6001
www.archives.gov

Sent Via Email. No Hard Copy to Follow.

May 23, 2019

Ms. Tracee M. Taylor
Department of the Treasury
Internal Revenue Service
1111 Constitution Avenue, NW
Washington, DC 20224

Dear Ms. Taylor :

The National Archives and Records Administration (NARA) received your letter reporting an unauthorized disposition on May 2, 2019. Your letter described the loss of one box of records, containing 2015 TECHMIS legal case files, that was in route to the San Bruno Federal Records Center (FRC). The United Parcel Service (UPS), whose custody the records were in during shipment, between March 29 and April 2, 2019, confirmed that the box arrived to its processing center damaged and empty. The location of the records in the box are unknown and reconstruction of these temporary records from other sources is not possible.

While IRS reported the matter promptly and provided measures to mitigate similar issues in the future, NARA will withhold its decision to accept the report in accordance with 36 CFR 1230.14 until NARA receives further information from IRS regarding the findings of the TIGTA and UPS investigation. If you have any questions, please contact me at laurence.brewer@nara.gov.

Sincerely,

LAURENCE BREWER
Chief Records Officer
for the U.S. Government



NATIONAL ARCHIVES *and* RECORDS ADMINISTRATION
8601 ADELPHI ROAD COLLEGE PARK, MD 20740-6001
www.archives.gov

Sent Via Email. No Hard Copy to Follow.

February 3, 2020

Ms. Tracee M. Taylor
Department of the Treasury
Internal Revenue Service
1111 Constitution Avenue, NW
Washington, DC 20224

Dear Ms. Taylor:

The Internal Revenue Service (IRS) has responded to the National Archives' requests for additional information concerning the unauthorized destruction of one box TECHMIS case files that were lost in route to the San Bruno FRC (UD-2019-0024). The United Parcel Service (UPS) and TIGTA completed investigations that confirmed the records loss and UPS' adherence to its protocol upon discovering the empty box. The Records Officer, upon request of the TIGTA report (Case No. reference #19040267), informed NARA that per policy, TIGTA does not provide copies of the actual reports to the impacted IRS business unit and Records Office, only notification of the results.

For the last several months, IRS has continued to monitor its packaging process, including the use of double boxing/sleeving for records transferred to the San Bruno FRC, and remains watchful of any issues concerning the mismanagement and mishandling of its records. There has been no loss and minimal damage to records that have been transferred to San Bruno since the incident. The agency remains satisfied with UPS' services, but has also discussed additional options for better packaging processes and materials. NARA is satisfied that these safeguards comply with the reporting requirements of 36 CFR 1230.14, and considers this matter closed. If you have any questions, please contact me at laurence.brewer@nara.gov.

Sincerely,

LAURENCE BREWER
Chief Records Officer
for the U.S. Government